MULTIMEDIA UNIVERSITY STUDENT IDENTIFICATION NO

MULTIMEDIA UNIVERSITY

FINAL EXAMINATION

TRIMESTER 1, 2016 / 2017

BMO2034 – MANAGING ORGANIZATIONAL BEHAVIOUR

(All sections / Groups)

22nd OCTOBER 2016
9.00 a.m – 11.00 a.m
(2 Hours)

INSTRUCTIONS TO STUDENTS

1. This question paper consists of **TWO (2)** pages with **FIVE (5)** questions only.
2. Attempt **FOUR (4)** questions.
3. Please write all your answers in the answer booklet provided.

Attempt FOUR (4) questions only.

QUESTION 1

There are **FOUR (4)** basic emotional drives that underlie everything we do. Discuss each of the drives and explain how these drives affect motivation.

(25 marks)

QUESTION 2

Job specialization is defined as dividing work into separate jobs and each position is equipped with a subset of tasks to complete the product or service offered by the organization.

(a) Discuss **FOUR (4)** advantages and **FOUR (4)** disadvantages in implementing job specialization across organization.

(16 marks)

(b) Discuss **THREE (3)** benefits that can be yielded if organization implementing empowerment towards employees.

(9 marks)
(Total: 25 marks)

QUESTION 3

The third set of elements in the team effectiveness model, collectively known as team processes. These elements represent characteristics of the team that continuously evolve. One of the elements in team process namely team development.

Define and explain **FIVE (5)** stages of team development activities.

(25 marks)

QUESTION 4

Communication is a process by which information is transmitted and understood between people. It is usually transmitting intended meaning using various medium such as verbal and non-verbal communication.

(a) Identify **FIVE (5)** barriers in communication.

(5 marks)

(b) Discuss **FOUR (4)** ways for managers to use in making sure that information is thoroughly distributed among employees.

(20 marks)
(Total: 25 marks)

Continued...

QUESTION 5

Power is defined as the capacity of a person, team or organization to influence others. It has the potential to change attitudes and behaviours in organization.

Discuss **FIVE (5)** sources of power that managers can use in managing day-to-day operation in organization.

(25 marks)

End of Paper